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ABSTRACT

This unit, one in a series of packets of teacher and student materials for cooperative occupational education (COE) designed for special needs students, is intended to develop the student's understanding of employer and employee expectations relative to job performance and of the importantce of attitude and good working relations with fellow workers. Each unit will probably require more than a single period of instruction. Instructor materials include performance objectives (unit and specific objectives), suggested activities for teacher and students, supplemental activities, a list of instructional materials included in the unit and additional references, information topic sheets, a key to the unit review, and transparency masters. Contents of the package of student materials are unit objectives, information topic sheets (one sheet for each topic covered in the unit), assignment sheets for each information topic, and a unit review. This unit provides material on four information topics: attitudes and job success, what employers expect of employees, what employees expect of employers, and getting along with coworkers. (YLB)

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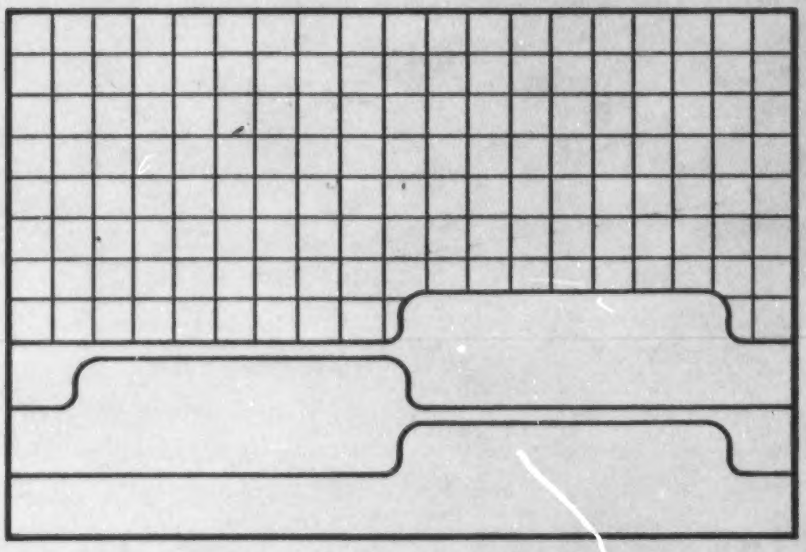
Cooperative Occupational Education

Instructor Material

and Student Material

Unit 12

Your Employer, Your Coworkers and You



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INSTRUCTOR

COURSE TITLE - COOPERATIVE OCCUPATIONAL EDUCATION

SECTION D - KEEPING THE JOB

UNIT - 12: **YOUR EMPLOYER, YOUR COWORKERS AND YOU**

UNIT OBJECTIVES

This unit will develop the student's understanding of employer and employee expectations relative to job performance. Also addressed are the importance of attitude and relations with fellow workers.

SPECIFIC OBJECTIVES

1. Explain why a positive attitude is important to job success.
2. Identify six types of behavior employers expect of employees.
3. Recognize six things employees can expect from employers.
4. List three ways to establish good relations with coworkers.

YOUR EMPLOYER, YOUR COWORKERS AND YOU

UNIT 12

SUGGESTED ACTIVITIES

I. Instructor

A. Prepare transparencies (TM 12-1, TM 12-2, TM 12-3, TM 12-4).

B. Discuss objectives.

C. Discuss Information Topics (IT 12-1, IT 12-2, IT 12-3, IT 12-4).

D. Review Assignment Sheets (AS 12-1, AS 12-2, AS 12-3, AS 12-4).

E. Administer and evaluate unit review.

F. Optional activities

1. Invite one member of the counseling staff to discuss attitudes with the class. The counselor may elect to administer an attitude inventory and discuss the results with each student.

2. Give the test for following directions which is included in this unit. Afterward, discuss the importance of reading all the directions before beginning a task.

3. Have students construct a bulletin board on attitudes, using students' drawings or pictures from magazines to illustrate positive or negative attitudes.

4. Invite someone from the Personnel Department of a local firm to talk to the class about what employers expect from their workers.

5. Invite a union representative to discuss what workers can expect from their employers.

6. Have students select one of their attitudes they would like to change, identify methods they could use to improve and then keep a log or diary of their progress toward changing that attitude.

II. Student

A. Read and discuss unit objectives.

B. Read and discuss Information Topics.

C. Complete and review Assignment Sheets.

D. Complete unit review.

INSTRUCTIONAL MATERIALS

I. Included in this unit

A. Objective sheet

B. Information Topic sheets

1. IT 12-1: What You Should Know About: Attitudes and Job Success

2. IT 12-2: What You Should Know About: What Employers Expect of Employees

3. IT 12-3: What You Should Know About: What Employees Expect of Employers

4. IT 12-4: What You Should Know About: Getting Along With Coworkers

C. Transparency masters

1. TM 12-1: Why People Lose Jobs

2. TM 12-2: Employer Expectations

3. TM 12-3: Employee Expectations

4. TM 12-4: Getting Along

D. Assignment Sheets

1. AS 12-1: What you Have Learned About: Attitudes and Job Success

2. AS 12-2: What You Have Learned About: What Employers Expect of Employees

3. AS 12-3: What You Have Learned About: What Employees Expect of Employers

4. AS 12-4: What You Have Learned About: Getting Along With Coworkers

E. Test for Following Directions

F. Unit review and key

II. References

A. Atherton, J. C. and A. Mumphrey. Essential Aspects of Career Planning and Development. Danville, IL: Interstate Printers and Publishers, Inc., 1969.

B. Career Education: Distributive Job Development. Columbia, MO: Instructional Materials Laboratory, University of Missouri-Columbia.

C. Foster, C. R. Psychology for Life Today. Chicago: American Technical Society, 1971.

D. Grimes, L. A. Jr. Students Personal Adjustment to Work. Austin, TX: University of Texas Instructional Materials Center, 1973.

E. Hohhertz, D. Personal Development for Cooperative Part-time Training. Commerce, TX: Occupational Curriculum Laboratory, East Texas State University, 1981.

F. Kimbrell, G. and B. S. Vineyard. Succeeding in the World of Work. Bloomington, IL: McKnight Publshing Co., 1981.

G. Orientation to Employment. Columbia, MO: Instructional Materials Laboratory, University of Missouri-Columbia, 1976.

H. Woodin, R. J. Succeeding On Your First Job: Geting Along with Other Workers. Columbus, OH: Ohio State University, 1977.

I. Finding and Getting a Job. Chicago: Society for Visual Education, Inc., 1974. (filmstrip)

J. Job Orientation. Bronx, NY: Milday Publishing Co., 1973. (teacher guide, student manual, transparencies)

K. Occupational Essentials: Skills and Attitudes for Employment. Rockford, IL: H. C. Johnson Press, Inc., 1972. (teacher guide, reference book, student manuals)

L. Your First Week on the Job. Guidance Associates, 1972. (filmstrip)

M. Your Job and Your Boss. Coronet Instructional Media, Inc. (film)

YOUR EMPLOYER, YOUR COWORKERS, AND YOU

UNIT 12

I. Attitudes and Job Success (IT 12-1) (TM 12-1) (AS 12-1)

A. The majority of workers who lose their jobs lose them because they are unable to relate to the people they work with or for. In general, they have a bad attitude toward work and people.

B. Attitudes affect our ability to relate to others.

C. Attitudes are learned. They are the result of our environment and experiences.

D. Negative attitudes can be changed through a conscious effort.

E. Positive attitudes are reflected in the way a person relates to his/her job.

II. What Employers Expect of Employees (IT 12-2) (TM 12-2) (AS 12-2)

A. Employers are interested in securing workers who can not only work efficiently but who possess other desirable qualities including:

1. Cooperation
2. Ability to follow directions
3. Honesty
4. Enthusiasm
5. Initiative
6. Dependability

B. Workers who possess these qualities are an asset to a business or industry and are responsible, to a large degree, for the success or failure of an enterprise.

III. What Employees Expect of Employers (IT 12-3) (TM 12-3)

A. Employees have the right to expect certain things from their employers. These are:

1. Reasonable wages - this could depend on state and federal minimum wage laws, union contracts, published salary schedules, etc.
2. Safe working conditions

3. Training and instructions

4. Fair treatment

5. Honest evaluations and constructive criticism

6. Fringe benefits - these will depend on company policy.

B. Employer consideration and treatment of employees has a tremendous effect on employee attitudes and productivity.

IV. Getting Along with Coworkers (IT 12-4) (TM 12-4)

A. The ability to get along with fellow workers is a highly desirable trait in an employee.

B. In order to develop good relations with coworkers an individual should be:

1. Friendly

2. Cooperative

3. Respectful of others

4. Dependable

5. Enthusiastic

C. Good relationships with coworkers result in an atmosphere that is conducive to quality and productivity.

YOUR EMPLOYER, YOUR COWORKERS AND YOU

UNIT 12

KEY TO UNIT REVIEW

A. Answers will vary but these points should be addressed.

1. People lose jobs because of poor attitudes.
2. Attitudes are learned.
3. Attitudes can be changed.
4. Positive attitudes are desireable.

B. 1.
3.
4.
7.
9.
10.
14.
15.

C. 1.
4.
6.
7.
9.
11.
12.

D. In any order:

1. Friendliness
2. Cooperation
3. Respect

Following Directions

How well do you follow directions? If you follow directions you should be able to complete this test in 5 minutes. Your teacher will time you, so when you are finished turn your paper over.

Do not begin until your teacher tells you to start, then follow the directions exactly as given.

1. Read all directions before you do anything.
2. On this sheet of paper, write your name in the upper right hand corner.
3. On the bottom half of this page write numbers 1-10. Draw two blank lines beside each number.
4. Draw three circles by number 1.
5. Put an X in the first and third circle.
6. Draw a square around numbers 3 and 5.
7. Write your birth date beside number 2.
8. Count the number of pages in this unit and write that beside number 4.
9. Write your age on the blank line beside number 5.
10. Count the number of males in the room and put that beside number 6.
11. Count the number of females in the room and write that beside number 7.
12. Put today's date beside number 8.
13. Say the name of your home town out loud and then write it beside number 9.
14. Write the total number of students in the room beside number 10.
15. Say, "I am on number 15 and have not missed any directions."
16. Now that you have read all the directions, only do what numbers 1, 2 and 3 tell you to do.

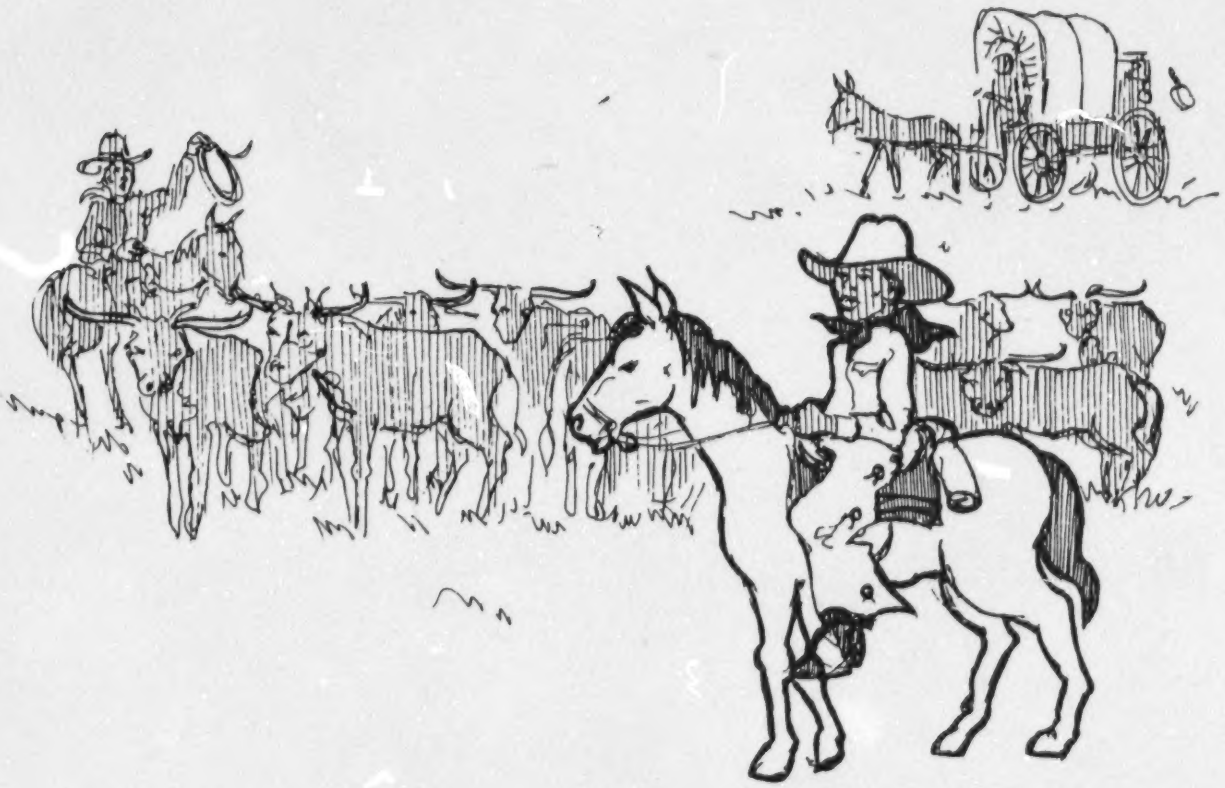
Attitudes & Job Success

This is your boss. How would you react to her request?

I know it is 5 minutes to five and it's Friday afternoon, and it's raining, but I absolutely must get this packet to the stock yards across town today. Will you do it?

What Employers Expect of Employees

• ABILITY TO FOLLOW DIRECTIONS •
COOPERATION • HONESTY
ENTHUSIASM • INITIATIVE • DEPENDABILITY



You are on a cattle drive from Texas to Missouri in 1885. How can each of these traits above apply to this cattle drive?

What Employees Expect of Employers

PAYMENT • SAFE WORKiNG CONDITIONS
EVALUATION • TRAINING AND INSTRUCTION
FAIR TREATMENT • FRINGE BENEFITS

It's your first day on the job as a printer's assistant at the newspaper office. Look at each word above and think of a situation at the newspaper office that the word would apply to.

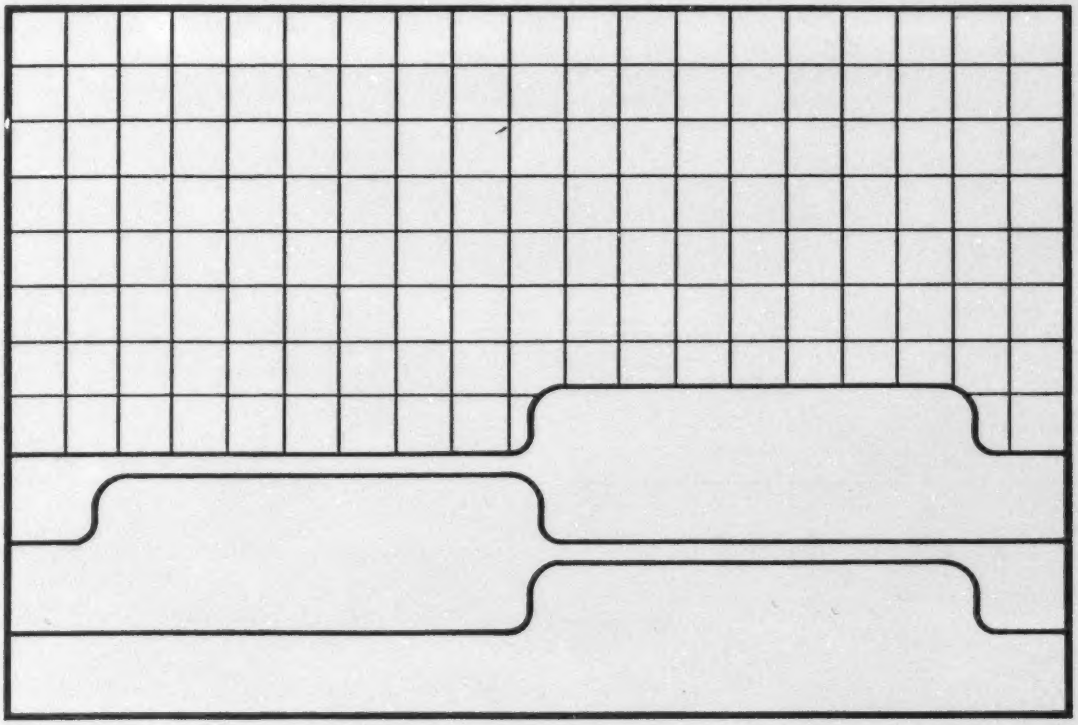
Getting Along with Coworkers

Look around the room.

- Who have you been friendly with today in your class?
- Have you cooperated with anyone in class today?
- Who is someone you respect? Why?

Cooperative Occupational Education
student material

Unit 12
Your Employer, Your Coworkers and You



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Your Employer, Your Coworkers and You

After completing this unit, you will be able to:

- Explain why a positive attitude is important to job success.
- Identify six types of behavior employers expect of employees.
- Recognize six things employees can expect from employers.
- List three ways to establish good relations with coworkers.

Introduction

When you look for a job, it is important to know what to expect of your employer and what an employer expects from you. This unit will look at what an employer expects of an employee and what an employee can expect from an employer. You will also learn about the importance of getting along with people you work with.

What You Should Know About **Attitudes and Job Success**

Working well with others is a key to job success. Studies have shown that almost 80 percent of people who lose their jobs are fired because of poor attitudes toward work and people.

You can learn to get along well with your boss and coworkers by developing good attitudes toward them.

Attitudes come from experiences we have while we are growing up. The attitudes you are developing now will carry over into your job and you social life.

12-2

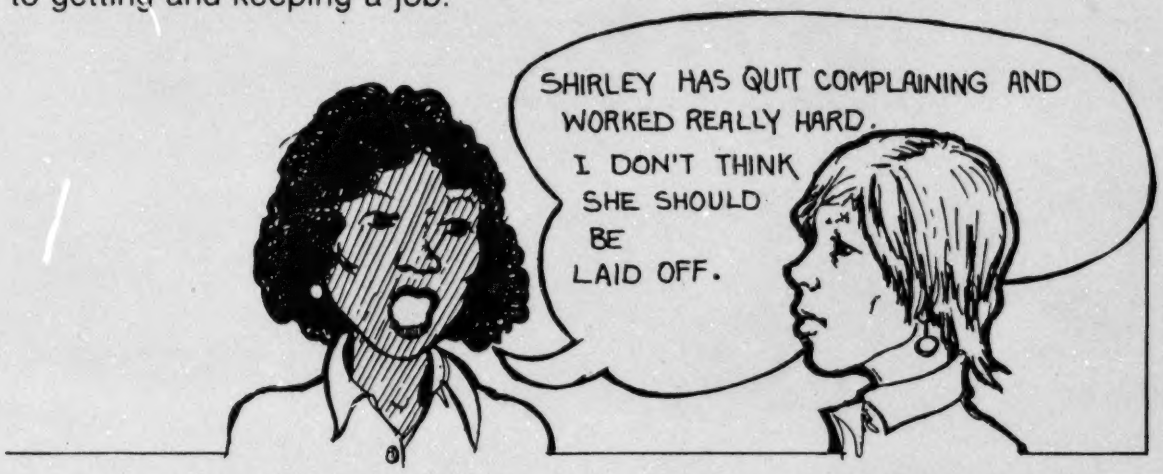
We all probably have room for improvement of our attitudes. Fortunately, attitudes can be changed. To become a happier, more successful worker, you should begin to change your negative attitudes to positive ones.

Try to change just one attitude at a time. For example, if you tend to complain about nearly everything, you should set a goal, such as "I will complain less today about things I am asked to do."

and Shirley, you'll have to take the west Route again today.
ACK! WHY ME!! I TOOK IT YESTERDAY! WHY CAN'T SHE DO IT?
OK, I WILL, IT'S NOT THE BEST ROUTE BUT I'LL DO MY BEST!

When you feel like whining or griping about a task, stop and think if you will gain anything by complaining. If not, go ahead and do the work cheerfully. With practice, you'll complain less, and people will find you more pleasant to be with.

Changing an attitude takes time and effort. Your reward will be a happier life at home, at school, and at work. Remember: A positive attitude is a key to getting and keeping a job.



What You Have Learned About
Your Employer, Your Coworkers and You

1. Martie spent two hours trying to explain to Jason how to use a computer type-setting machine. When Jason still didn't grasp the idea, Martie thought to herself "Tomorrow I'll just do the work myself and not waste my time trying to teach Jason."

   Is this a good attitude or a bad attitude? _____

   What could Martie do differently? _____

   _____

2. After failing his third math exam this semester, Derek went to the school counselor for some help. He had to miss one basketball practice each week but Derek knew that in order to stay on the team and stay in school he must study his math.

   Is this a good attitude or a bad attitude? _____

   What could Derek do differently? _____

   _____

3. Kinesse saw the two workers taiking in low voices down the assembly line and just knew they were talking about her. Of course she was a little overweight but for now she just wanted to think of some way to get even with them for saying that.

   Is this a good attitude or a bad attitude? _____

   What could Kinesse do differently? _____

   _____

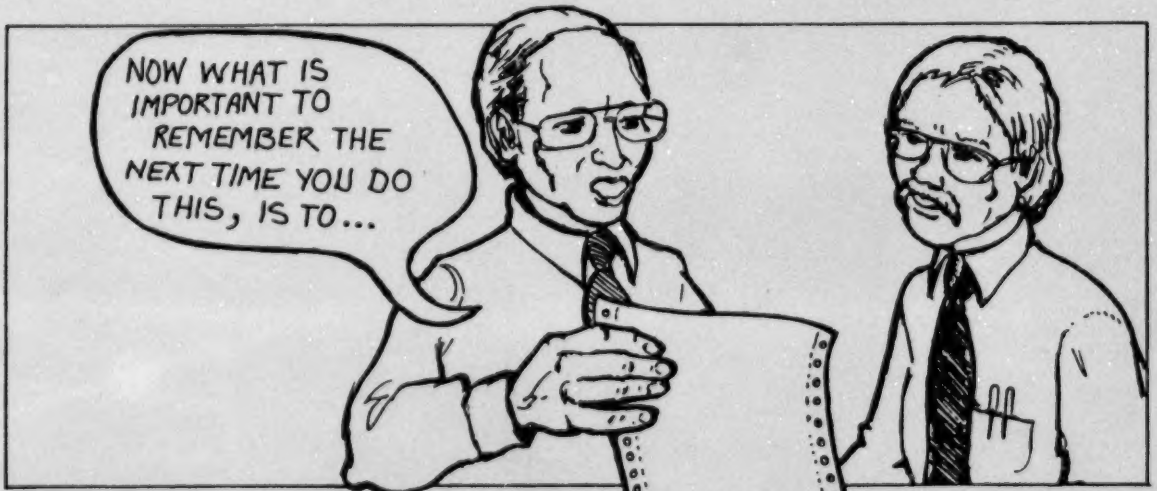
What You Should Know About
What Employers Expect of Employees

In addition to performing your work, your employer will expect other things from you.

#1 - COOPERATION

The employer who pays your wages has the right to expect you to cooperate, or get along with your coworkers. This includes helping others when your work is done and being friendly and respectful.

Accepting criticism as helpful advice is cooperation too. You can make your job easier by following the advice of an experienced boss or coworker.



#2 - FOLLOW DIRECTIONS

Workers on every job need to be able to follow directions. It is also important to understand why you must follow directions. Following directions will make it easier to learn your job. It will also help you use equipment and tools safely and efficiently.

In order to follow directions you must understand them. If the directions are unclear, ask your supervisor to explain them more clearly. You must read or listen to the directions carefully. Give them your total attention.

#3 - HONESTY

Employers expect their employees to be honest. Honest employees get to work on time. They take only the allotted time for breaks and lunch and work until quitting time.

Honesty also means not taking home company supplies.

#4 - ENTHUSIASM

Being eager to learn, interested and excited about your job shows you have enthusiasm. Ask questions about the company, your job and other jobs that are available.

Some companies offer classes for employees who want to improve their skills. Employees who continue to learn are more likely to be promoted.

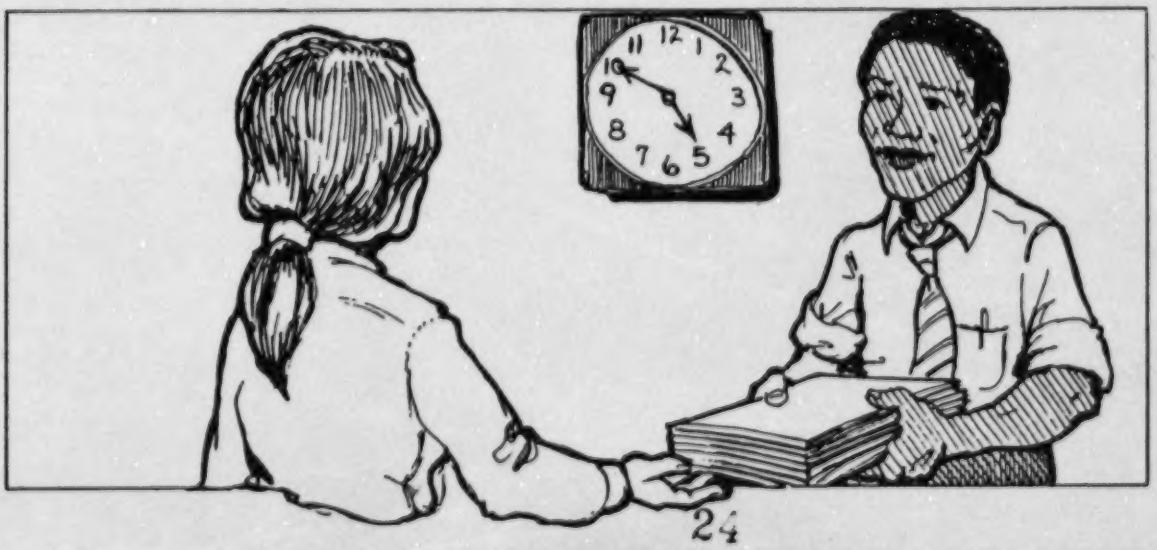
#5 - INITIATIVE

Initiative is completing the work you have been assigned and then looking to see if there is more you can do.

Don't always wait to be told what to do. Show initiative, but also use good judgment. Don't take on more than you have the time and skills to do.

#6 - DEPENDABILITY

Dependability means that you always come to work and finish your work on time. Your boss will know that when you are given a task, it will get done. Others won't have to take over your work because you can't be depended upon.



There will be times when you are ill and can't go to work. Call your employer and explain why you will be absent. This also shows you are dependable.

When you are planning to take vacation or time off, tell your boss as early as possible. This gives her/him time to adjust the work load while you are gone.

AS 12-2

What You Have Learned About
What Employers Expect of Employees

Here is a word search puzzle. The words are listed below. Find all six.

A	S	L	D	E	P	E	N	D	A	B	L	E
D	I	R	E	C	T	I	O	N	S	A	E	W
I	N	B	A	H	Z	B	C	D	B	H	M	D
S	I	C	G	F	P	Y	A	C	C	E	P	T
H	T	K	O	V	E	T	E	W	C	X	L	C
O	I	L	R	F	O	L	L	O	W	V	O	R
N	A	D	I	R	E	C	T	I	O	N	S	I
E	T	Y	O	K	L	E	T	Y	N	N	E	T
S	I	N	J	O	O	C	R	I	E	Z	E	I
T	V	X	F	W	Y	Z	P	A	S	E	K	C
Y	E	I	M	L	E	H	E	M	T	R	O	I
J	B	G	D	F	R	A	U	S	Y	E	Q	S
E	N	T	H	U	S	I	A	S	M	P	R	M

- HONESTY
- DEPENDABLE
- COOPERATE
- ENTHUSIASM
- INITIATIVE
- FOLLOW DIRECTIONS

For each statement below: If you agree with the statement write "yes" in front of it; if not, write "no."

1. Everyone likes to have their boss criticize their work.
2. Employers do not like to have employees ask questions about other jobs.
3. Being excited about your job shows enthusiasm.
4. Employers don't mind if you take an extra five minutes on your coffee break.
5. Doing a task without being told shows initiative.
6. Being dependable makes work easier for your coworkers.
7. On your job you only need to cooperate with your boss.
8. Daydreaming can interfere with following directions.

12-11

What You Should Know About
What Employees Expect of Employers

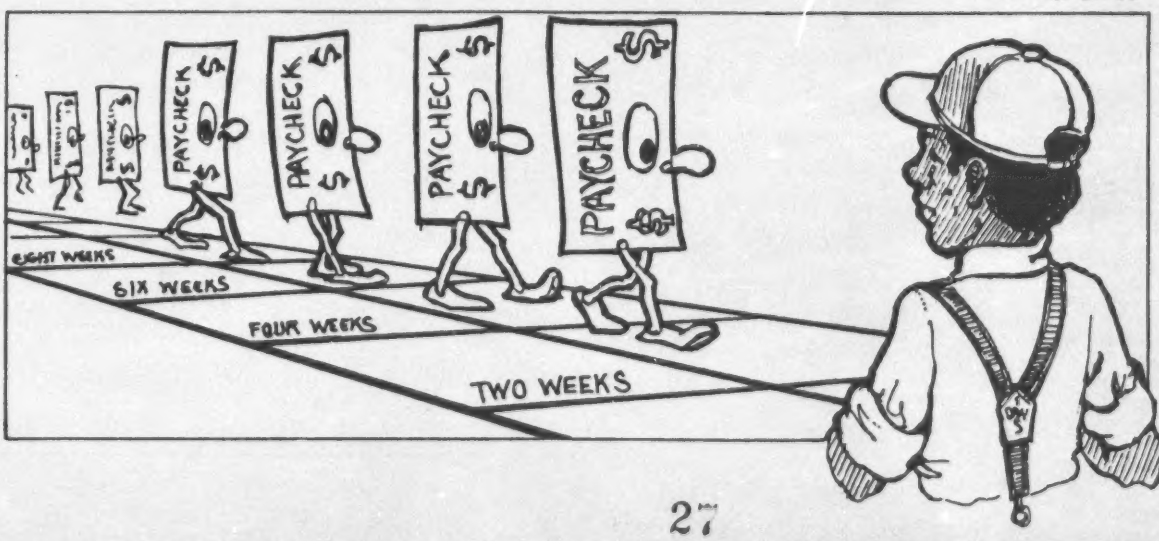
Wherever you work there are some common things you can expect from your employer. These things vary from company to company. Check to see what a company offers before you take a job.

#1 - PAYMENT

Wages are usually agreed upon when a job offer is accepted. The amount you are paid depends on:

- Minimum wage laws
- Company pay scale
- Union contracts
- Your ability
- Your experience

You can expect to be paid regularly for your work. You may be paid every week, every two weeks or once a month.



12-12

#2 - SAFE WORKING CONDITIONS

The area where you work and the tools you use should be safe. There are government and union laws to protect workers. Employers must obey these laws.

#3 - TRAINING AND INSTRUCTIONS

You can expect your employer to train you for your job. The amount of training you receive will depend on the job, and the skills you already have.

Pay close attention to the person who is training you. If there is something you don't understand, ask questions. Training you get on the job helps you do better work. It may also qualify you for a better job in the future.

#4 - FAIR TREATMENT

You can expect fair treatment from your employer. Policies and rules should apply equally to all employees. You have a right to the same pay as anyone else with your qualifications doing the same job. Your employer should treat you with respect regardless of your race, sex or religious beliefs.

#5 - EVALUATION

You can expect your employer to check or evaluate your work and tell you how you are doing.

Your employer will point out the things you do well. You will also be told how you might improve some parts of your work.

#6 - FRINGE BENEFITS

In addition to your wages you will probably receive some fringe benefits. These are extras your employer gives to make work more pleasant and rewarding. Some benefits are:

- Coffee breaks
- Paid holidays
- Sick leave
- Health insurance
- Retirement plans
- Paid vacations

What You Have Learned About
What Employees Expect of Employers

Here are descriptions of three jobs. Read the descriptions and answer the questions which follow.

Job 1

Window washer on a 28-story hotel located downtown. Payment is $12.00 per hour and workers are paid every two weeks. Workers are expected to start work immediately with no training other than experience from previous jobs. Free parking and one meal each day are provided by the hotel.

Job 2

As a worker in a recycling plant, you must pass a strict physical exam before you can begin working. You are required to wear steel-toed boots, a hard hat and safety glasses on the job. The plant provides the hard hat and safety glasses for you. You are paid weekly. The first week you will work with an experienced employee to learn how to operate the scales, glass crusher, and forklift before you will be allowed to operate the equipment alone.

Job 3

The utility company feels that men work better together, so they discourage women from transferring to line work. The workers are evaluated every 6 months as to their cooperation and improved job performance. The evaluation is recorded on a form, and held for another 6 months. If their performance has not improved, this weakness is noted in their files and can lead to their dismissal.

Which job includes fringe benefits? _____

What are those fringe benefits? _____

_____

Which job tells how much you will be paid? _____

Which jobs tell when you will be paid? _____

_____

Which job provides for safety on the job? _____

Which job offers training and instructions? _____

Is one of these jobs an example of unfair treatment of workers? If yes, which job? Why? _____ _____ _____

_____

Which job provides for evaluation of workers? _____

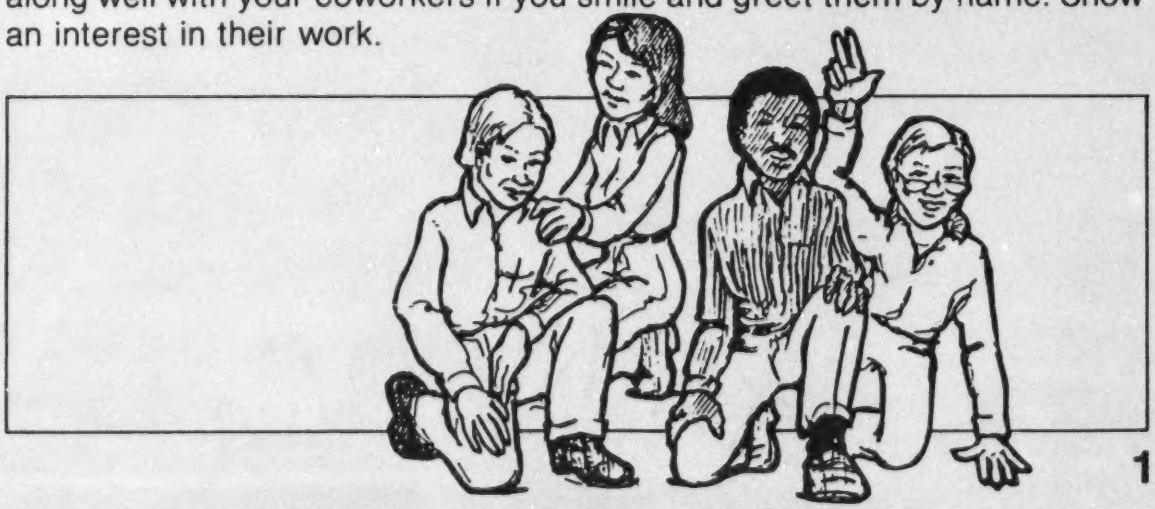
What You Should Know About **Getting Along With Coworkers**

Almost every job involves working with other people. You should try to develop a good relationship with your coworkers.

You will probably work with many different kinds of people. You may not like all of them as friends but it is important that you get along with them.

#1 - BE FRIENDLY

It is much easier to like someone who is friendly. You'll find that you will get along well with your coworkers if you smile and greet them by name. Show an interest in their work.



12-17

#2 - COOPERATE

Cooperation is working together with other people. It involves working with others to get the job done right and on time.

Employees who can't work as a team get less done, are not well-liked and sometimes lose their jobs.

Part of cooperation is dependability. Your fellow workers must be able to rely on you to do your part and do it right. Dependability also includes being on the job when you are supposed to.

#3 - RESPECT FELLOW WORKERS

Everyone is different in some way. The difference may be physical, or may be the way a person reacts to situations.

Differences are what make people interesting. Try to imagine what it would be like if everyone looked and acted exactly the same.

You should accept that people are different and respect those differences. Look for the good qualities in your coworkers try to understand the reasons they may have for what you think of as "bad" qualities.

What You Have Learned About **Getting Along with Coworkers**

A. Check the statement which more accurately describes the word.

1. Friendliness:

_____ If you are friendly only to the boss, you will usually get a raise in about six months.

_____ Being friendly with co-workers usually makes going to work more enjoyable.

2. Cooperation:

_____ By cooperating with co-workers work usually gets done quicker.

_____ Cooperation usually means your individual ability isn't appreciated.

3. Respect:

_____ Respecting the feelings of others means you are a push-over.

_____ If you respect others, usually they will respect you.

B. Write two things you can do at work to demonstrate each of these qualities.

1. Friendliness
   a. _____
   b. _____

2. Cooperation
   a. _____
   b. _____

3. Respect
   a. _____
   b. _____

Name:

Unit 12 Review

A. Explain why attitude is important to success on the job.

_____

_____

_____

B. Select the six types of behavior an employer expects from an employee.

An employer expects you to...

__ 1. get along with your coworkers.
__ 2. be able to follow directions.
__ 3. always have a good excuse when a job doesn't get finished.
__ 4. be honest.
__ 5. be eager to learn, interested and excited about your job.
__ 6. be married.
__ 7. complete the work you are assigned and go to the next task without having to be told to do so.
__ 8. be able to work with no training.
__ 9. come to work and finish work on time.
__ 10. take only one-half hour for lunch.

C. Put an X in front of those things employees can expect of employers.

__ 1. Evaluation
__ 2. Employment
__ 3. Cheerfulness
__ 4. Fringe benefits
__ 5. Improvement
__ 6. Explanations
__ 7. Payment
__ 8. Holidays
__ 9. Safe conditions
__ 10. Productivity
__ 11. Fairness
__ 12. Training

D. List three ways you can establish good relations with your coworkers.

1. _____

2. _____

3. _____

My evaluation shows that I understand this unit and that I am ready to continue.

_____
Student Signature

The student has completed this unit to my satisfaction and is now ready to continue.

_____
Instructor Signature